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TRANSFER/PROMOTIONAL OPPORTUNITY

HELP DESK SPECIALIST I
Milwaukee Police Department

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The Milwaukee Police department currently has a Help Desk Specialist II vacancy. MPD is recruiting for a Help Desk Specialist I to underfill this position. Promotion to the II level will be possible with the completion of an Associate Degree in Computer Science and/or additional experience or certifications such as A+ Certification.

THE PURPOSE of this position is to record and resolve all information technology issues reported by department users by providing first line technical support for all Milwaukee Police Department (MPD) computer system users and locations; providing regular monitoring of all MPD computer hardware/software systems for proper functioning; and providing 24/7/365 help-desk coverage, logging, tracking and resolving all trouble/support calls.

ESSENTIAL FUNCTIONS:

55%   User support and problem solving. Complete, track and resolve help desk trouble logs. Provide detailed problem-solving and application support. Maintain, assist, test and develop online user help procedures. Monitor and coordinate various forms of system documentation. Monitor vendor application for relevant information related to problem resolution and trouble shooting procedures. Ensure proper escalation of trouble calls to maintenance providers and internal MPD personnel as required.

20%   PC set-up repair and reports**.** Perform routine PC hardware set-up, repair and maintenance. Use internet to research and apply software trouble fixes, updates and new installs.

10%   Recordkeeping and reports**.** Communicate and work closely with MPD network system users regarding follow-up on trouble calls, issues and concerns.

10%   Production of analysis, training and informational reports as needed by MPD users and Information Technology Division management staff.

 5%   Other related duties as required or assigned. Performs additional duties and special projects as assigned by IT Division management.

MINIMUM REQUIREMENTS:
1. Current status and at least 3 months experience as a regularly appointed City of Milwaukee employee.
2. At least one year of experience performing extensive technical computer work, interacting with computer users, diagnosing and solving user problems or other duties related to the essential functions listed above.
3. Valid Wisconsin Driver's License at time of appointment and throughout employment.

KNOWLEDGE, SKILLS AND ABILITIES
- Technical competence in performing duties relating to this position.
- Strong oral communication and telephone skills.
- Ability to recognize, triage, analyze and solve computer-related problems with minimal supervision.
- Ability to lift up to 50 pounds.
- Ability to communicate technical information to non-technical personnel.
- Ability to write clear and concise memos, e-mail correspondence, procedures and documentation.

THE CURRENT SALARY RANGE (525) is $38,127 TO $42,940 annually. These are 2006 rates.

#09-019TR—CKS – 4/27/09

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The City of Milwaukee is an equal opportunity employer that values and encourages diversity.

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